

## JOB ROLE PROFILE

**Post Title and Number:** Legal Support Assistant (Practice Paralegal)

**Present Grade:** SC3

**Dept:** Chief Executives

**Service/Section/Team:** Legal Services\_Legal Support Team

**Reports to (title):** Legal Practice Manager

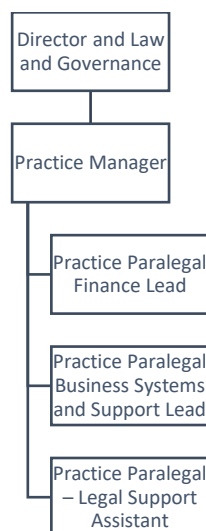
### Purpose of the Role:

The purpose of the legal support team is to deliver customer focused, consistent high quality, timely, accurate support that keeps legal services compliant to both LBE process and procedural rules and regulatory requirements. The team provide practice, financial, administration and clerical services taking the 'noise' away from legal managers and their teams to allow lawyers to do law, ultimately enabling efficiency and driving productivity.

The Legal Support Assistant in the team each provide high quality administration and clerical support, following standard operating procedures with supervision. They actively champion continuous improvement and the implementation of automation and efficient ways of working.

The post holder will need to be able to store and retrieve files, deeds and contracts from the basement store, which may include use of ladders.

### Dimensions including Structure Chart:



**Supervisory responsibility:**

No direct supervisory responsibility.

The post holder will work closely with their line manager who will offer the necessary supervision. The postholder will be required to work from the Civic Centre offices as this is an onsite role.

**Key Accountabilities:**

1. Responsible for delivering administration and clerical support to a high standard to ensure effective operation of Legal Services. Including, but not limited to, post duties, scanning, binding and sealing legal documents, , processing notice of transfer, monitoring the Legal Implications inbox, , File closure processes of indexing on the legal data base, file retrievals from basement storage and maintenance of storage areas, use of ladders to retrieve files, booking couriers and keeping general records,
2. use and maintenance of legal spreadsheets for audit purposes and understanding service specific administrative tasks.
3. Proactively develop skills, understanding and abilities in delivering support services in order to carry out standardised processes in a consistent and efficient manner
4. Deal professionally and effectively with all contacts from a wide range of people, using tact and discretion, assessing needs and re-directing enquiries, where appropriate.
5. Understand when and how to escalate issues to ensure requests are completed within a timely manner.
6. Maintain up to date knowledge to ensure effective utilisation of IT systems used
7. Organise and prioritise allocated workload as appropriate, keeping team managers aware of demands which may impact on targets/deadlines and service standards.
8. Inform opportunities to eliminate waste, stop non-value adding activities and maximise the potential of simplified and shared ways of working and automation
9. Carry out all accountabilities in compliance with the Council's Policies and Procedures
10. Maintain accurate and effective communication with your line manager (to include the provision of reports where necessary) ensuring that they are regularly appraised of planned changes and developments

11. To work as part of a team and to assist in the delivery and completion of work projects, supporting different work streams, ensuring the successful completion of the project.

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery. This may include working in any other service areas, including the Customer Access Service, and /or vary hours of work, as may be reasonably required of you.

#### **Key Relationships (Internal and External):**

- Maintain awareness and knowledge of developments within the Legal team and legal practice
- Build and maintain effective relationships across the organisation to support a proactive, flexible, customer focused service solution
- Establish and maintain excellent relationships with colleagues to facilitate a shared approach to meeting business requirements and developing standard ways of working.

#### **Equality and Diversity:**

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

#### **Health and Safety:**

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### **Corporate Health and Safety Responsibilities**

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

#### **Information Security:**

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

#### **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.



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**PERSON SPECIFICATION**

**Job Title:** Legal Support Officer

**Grade:**SC3

**Department:** Chief Executives

**Team:** Legal Services (Legal Support)

	<b>HOW TESTED</b> Application – A Test – T Interview – I
<p><b>Job Specifics – Skills, Experience, Knowledge and Abilities</b></p> <p><b>Essential:</b></p> <ol style="list-style-type: none"><li>1. <b>As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public.</b></li><li>2. Experience of delivering high quality customer service / care</li><li>3. Strong communication skills</li><li>4. Working within a busy administrative / business support environment and prioritising workload</li><li>5. Strong IT / Technical skill and knowledge (including Microsoft applications and Excel) and understanding the importance of recording information for audit reasons</li><li>6. Experience of supporting change / efficiency initiatives</li><li>7. Ability to physically store and retrieve files, deeds and contracts from the basement store, which may include use of ladders.</li><li>8. Keen to develop personal skills and knowledge</li></ol>	

<p><b>Behaviours</b></p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p><b>Take Responsibility</b></p> <p>We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p><b>Open, Honest and Respectful</b></p> <p>We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p><b>Listen and Learn</b></p> <p>We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p><b>Work Together to find solutions</b></p> <p>We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.</p>	<p><b>A/I</b></p>
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<p><b>Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.</b></p>	
<p><b>Competencies:</b></p> <p><b>Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above.</b></p> <ol style="list-style-type: none"> <li>1. Customer focus</li> <li>2. Deliver service performance</li> <li>3. Focus on continuous improvement</li> <li>4. Political awareness and context</li> </ol>	
<p><b>Qualifications &amp; Professional registration criteria</b></p> <p><b>Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.</b></p> <ol style="list-style-type: none"> <li>1. Experience in providing administrative support is a necessity which may be enhanced with formal qualifications.</li> </ol>	<p>I</p>
<p><b>Special requirements</b></p> <p><b>Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.</b></p> <ol style="list-style-type: none"> <li>1. Knowledge and experience of Microsoft Applications (Outlook, Word, Teams, etc) and Excel</li> <li>2. Council processes and working practices</li> </ol>	



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